



ITIS102/ ITBIS251
Fundamentals of Information Systems
Midterm Test

Wednesday 23/7/2014 – Time 90 minutes -,

Student Name:

Student ID:

| (✓) | Instructor Name | Type your Section Number |
|-----|-----------------------|--------------------------|
| ✓ | Dr. Orlando | 2 |
| | Dr. Abunaib Imaduldin | |

EXAM INSTRUCTIONS

- Answer all the QUESTIONS
- MULTIPLE CHOICES. Choose the one alternative that best completes the statement or answers the question.
- TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.
- Answer the Essay Questions on the Essay Answer Sheet
- Follow the university honour code
- This test consists of ten pages

*NOTE: Papers will not be **graded** if you do not use the provided ANSWER SHEET*

| Points Assigned | Points Scored |
|---------------------|-----------------|
| Part1: 20 Points | 14.5 |
| Part2: 20 Points | 18 |
| Part3: 20 Points | 16.5 |
| Total :60 | 49 |
| Weighted points= /2 | 24.5 /30 Points |

ANSWER SHEET

Student Name: _____

Student Id: _____

| Part 1 |
|--------|
|--------|

| Part 2 |
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| Part 3 |
|--------|
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| | | | | |
|---|-----|-----|-----|-----|
| 1 | (a) | b | c | d |
| 2 | (a) | b | c | d |
| 3 | a | (b) | c | d |
| 4 | a | b | c | (d) |
| 5 | a | b | (c) | d |

Total: 3 /5

| | | | | |
|---|-----|-----|-----|-----|
| 1 | (a) | b | c | d |
| 2 | a | (b) | c | d |
| 3 | (a) | b | c | d |
| 4 | a | b | (c) | d |
| 5 | a | b | c | (d) |

Total: 5 /5

| | | | | |
|---|-----|-----|---|-----|
| 1 | a | (b) | c | d |
| 2 | (a) | b | c | d |
| 3 | (a) | b | c | d |
| 4 | (a) | b | c | d |
| 5 | a | b | c | (d) |

Total: 3 /5

| Part1- Essay Chapter | |
|----------------------|----------|
| Essay 1 | 2.5 /2.5 |
| Essay 2 | 2 /2.5 |
| Essay 3 | 7 /10 |

Total: 11.5 /15

| Part2- Essay | |
|--------------|----------|
| Essay 1 | 2.5 /2.5 |
| Essay 2 | 2 /2.5 |
| Essay 3 | 8.5 /10 |

Total: 13 /15

| Part3- Essay | |
|--------------|----------|
| Essay 1 | 2 /2.5 |
| Essay 2 | 1.5 /2.5 |
| Essay 3 | 10 /10 |

Total: 13.5 /15

| | |
|--------------|----------|
| Total Part 1 | 14.5 /20 |
|--------------|----------|

| | |
|--------------|--------|
| Total Part 1 | 18 /20 |
|--------------|--------|

| | |
|------------|----------|
| Total Part | 16.5 /20 |
|------------|----------|

| Points Assigned | Points Scored |
|-----------------------|---------------|
| Part1: 20 Points | |
| Part2: 20 Points | |
| Part3: 20 Points | |
| Weighted points- 60/2 | /30 |

1*5 =5 points

a. True. b. False

a. True. b. False

a. True. b. False

- a. survival.
- b. improved business practices.
- c. competitive advantage.
- d. improved flexibility.

- input.
- raw data.
- meaningful information.
- output.

Chapter 1 PART1 Essay

1 - Define business process. What might be a business process used at a hospital? (2.5 Points)

* Business process is a set of procedures or a strategy that does certain tasks depending on the organizations needs.

Hospital could use arranging appointments, adding new patients profiles, keeping track of available medications.

2 - You work for an auto manufacturer and distributor. How could you use information systems to achieve greater customer intimacy? (2.5 Points)

1 Evaluate the feedbacks I receive from our customers, communicate with them and I try to keep them satisfied even if they ~~pr~~ complained about the product, I will try to make them build a trust.

For example, ~~an~~ a customer complained about a product, sending him a better one ~~with~~ for free will make him satisfied.

3 - What is the difference between information technology and information systems? Describe some of the functions of information systems. (10 Points)

Information technology is the hardware needed to process information and data input/output, while information systems are the software needed to do these tasks.

In other words, software is a set of instructions cannot complete its task without the hardware, and vice versa.

Some basic functions are: Emailing, transaction processing.

And such functions cannot be done if IT ~~and~~ IS does not exist.

1*5 =5 points

1 - A transaction processing system is a computerized system that performs and records the daily routine transactions necessary to conduct business.

a. True. b. False

2 -The decision to grant credit to a customer is normally made by the middle manager.

a. True. b. False

3 - Managers need TPSs to monitor the status of internal operations and the firm's relations with the external environment.

a. True. b. False

4.- Which of the following is a cross-functional business process?

- Hiring an employee
- Identifying a customer
- Fulfilling a customer order
- Creating an invoice

5. - Promoting the organization's products or services is a responsibility of the:

- finance and accounting function.
- human resources function.
- manufacturing and production function.
- sales and marketing function.

PART2 Essay

1 - Briefly describe at least two benefits of using enterprise systems?. (2.5 Points)

Enterprise systems are softwares that has many functions completes the organization needs. 2-5

- * It make the work more efficient, as it has many feature there will be no need to use another IS in most of the time.
- * Improves the decisions making, it provides accurate analyzed data that helps the managers to take decision in short time besides accurate decisions.

2 - Jasmine is a Bahraini fast food restaurant and has grown exponentially over the last few years. Jasmine has its main branch located in Muharraq and two others in Manama and Isa Town. The Jasmine sales force is national, and purchases about a third of its materials from a single overseas supplier. Due to its successful expansion Jasmine is having difficulty preparing for future growth. The only information system used at Jasmine is an antiquated accounting system.

You have been hired to recommend the information systems Jasmine should implement in order to maintain their competitive edge. However, there is not enough money for a full-blown, cross-functional enterprise application, and you will need to limit the first step to a single functional area or constituency. What will you choose as a base information system, and why? (2.5 Points)

I will choose transaction processing system as a base IS because restaurant usually the main process they have is transactions. (Buying goods and selling food). 2

This system will also provide analyzed data by few clicks which make their work more efficient.

3 - Identify and discuss the major types of systems in a business from a constituency perspective. What is the relationship between these systems? (10 Points)

The four major categories of information systems from a constituency perspective

- are:
- * Management Information Systems
 - * Transaction Processing Systems
 - * Decision ~~making~~ ^{Support} Systems
 - * Enterprise (ERP) Systems.

- In management information system, the system helps the managers to keep track of important things in the organization, the system will provide them analyzed information from the TPS systems.
- In TPS systems, the system will process transactions daily and provide them to the other systems; (MIS & DSS). It is considered as the base of information to these systems.
- DSS systems helps the managers to take accurate decisions by providing them very well analyzed information to them.
- ERP system, is a large software that contains the previous three systems as a features. It is very powerful and efficient system.

MIS and DSS, & they both have external sources of information and TPS is one of these sources.

Part3: True or False – Multiple Choice

1*5 =5 points

1 - A firm can be said to have competitive advantage when they have higher stock market valuations than their competitors.

- a. True.
- b. False

2 - The competitive forces model was created for today's digital firm.

- a. True.
- b. False

3 - Customers are one of the competitive forces that affect an organization's ability to compete.

- a. True.
- b. False

4 - The interaction between information systems and organizations is:

- a. a complex, two-way relationship mediated by factors such as the environment and organizational structure.
- a. primarily guided by the decision making of middle- and senior-managers.
- c. is driven by the microeconomic forces of capital and labor.
- d. successfully managed when the organization's existing culture and goals

5 -Business processes can be regarded as collections of: routines

- a. formalized and documented practices..
- b. informal practices and behaviors
- c. rights and privileges.
- d. routines.

Chapter 3 PART3 Essay

1- What is an organization Give all types of description? (2.5 Points)

Organization is a formal firm that put the ~~culture~~ culture, environments, ~~and~~ IT and is into the considerations.

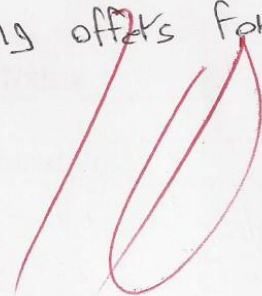
It is affected if one of these are affected, ~~also it can~~

2 - Discuss the impact of the Internet on the competitive forces model?

(2.5 Points)

Since the competitive forces model is for digital firms, internet made its processes more efficient as it is a world wide network.

3 - You are advising the owner of Sanad Computer, a new, local computer repair store that also builds custom computers to order. What competitive strategies could Sanad Computer exert? Which ones will it have difficulty exercising? (10 Points)

- * Lowering the price of its services will increase number of customers
 - * Communicating with customers, trying to gain their loyalty and trust.
 - * Using the power of IS will improve its works quality and efficiency
 - * Having a good political advisor will keep it strong competitor
 - * ~~Unique~~ Selling exclusive products that other stores do not have.
 - * Making challenging offers for a products that is available in other stores.
- 

- Selling exclusive products will be difficult as it is hard to be the only supplier for a product and very expensive.
- Having a political advisor who are good is also hard, because there are many competitive stores focusing on this point.